

Easterling, Deborah

From: Easterling, Deborah
Sent: Wednesday, January 29, 2020 9:39 AM
To: _____
Subject: _____ - Docket 2019-290-WS Blue Granite (fmrly CWS)

Dear Mr. Pierce,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates <https://dms.psc.sc.gov/Web/Dockets/Detail/117247>

Sincerely,

Deborah Easterling
Executive Assistant
Public Service Commission of South Carolina

From: DeSanty, Tricia <Tricia.DeSanty@psc.sc.gov>
Sent: Wednesday, January 29, 2020 9:00 AM
To: Easterling, Deborah <Deborah.Easterling@psc.sc.gov>
Subject: FW: [External] York County - Docket 2019-290-WS Blue Granite (fmrly CWS)

From: Jeff Pierce <_____
Sent: Wednesday, January 29, 2020 8:55 AM
To: PSC_Commissioner.Whitfield <Commissioner.Whitfield@psc.sc.gov>
Subject: [External] York County - Docket 2019-290-WS Blue Granite (fmrly CWS)

Commissioner Whitfield,

I live in Clover in York County - Blue Granite (or formerly CWS) has been my water provider since moving to the area in 2014. Enough is enough. My family and I have lived in several cities/states and I have never seen the type of rates we are paying for water (we are on septic and do not have sewer service). I had previously lived in the Boston, MA which is the next highest priced water I've experienced however at its peak was not more than 25% of the cost I'm currently paying - please note, that 25% included sewer service as well.

Our neighborhood has experienced multiple meter / street-side leaks - once reported, some have been allowed to continue for multiple weeks before being addressed. On multiple occasions, we have experienced billing errors, we had a faulty meter that resulted in overcharging (prior to addition of the smart meter) - Blue Granite admitted previously they caught meter readers falsifying their figures, resulting in incorrect bills. The company refuses to provide meter reading history on my usage, they've issued numerous usage restrictions without cause - many times driven by unknown causes when surrounding areas have no restriction. This occurs while, active leaks continue to elapse time prior to repair. Unacceptable.

Please advise on the action you and your colleagues intend to take to prevent further theft of time and money from the people of this community.

-Jeff Pierce